

***EMS Response Time Performance: March 2009  
and  
Fiscal Year 2009 Year-to Date Report  
(October 2008—March 2009)***

**Number of EMS Incidents:**

	Current Month (March 2009)	Prior month (February 2009)	FY 2009 Year-to-Date	FY 2008 Year-end Total	One Year Ago (March 2009)
Total Medical Incidents	11,088	9,891	65,545	126,523	11,057
Critical Medical Dispatches	6,065	5,556	34,891	64,099	5,522
Non-Critical Medical Dispatches	5,023	4,335	29,654	62,424	5,535

**Advanced Life Support (ALS) Response Time Performance:**

**Percent of Critical Medical Dispatches Receiving First Advanced Life Support (ALS) Arrival Within 8:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 8:00	FY 2009 Year-to-Date (cumulative)	Monthly Average ALS Response Time (minutes: seconds)	FY 2008 Year-to-date Average ALS Response Time
October 2008	90.6%	90.6%	5:00	5:00
November 2008	88.3%	89.5%	5:15	5:08
December 2008	86.9%	88.6%	5:27	5:14
January 2009	84.5%	87.5%	5:44	5:22
February 2009	85.9%	87.2%	5:34	5:24
March 2009	89.2%	87.6%	5:10	5:22

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**Transport Unit Response Time Performance:**

**Percent of Critical Medical Dispatches Receiving First Transport Unit Arrival Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.7%	6:08
November 2008	93.4%	6:21
December 2008	93.1%	6:28
January 2009	91.2%	6:52
February 2009	92.2%	6:38
March 2009	94.9%	6:11

**Percent of Non-Critical Medical Dispatches Receiving First Transport Unit Arrival Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.1%	6:14
November 2008	93.8%	6:23
December 2008	92.5%	6:39
January 2009	89.8%	7:12
February 2009	92.3%	6:37
March 2009	94.6%	6:15

**Percent of All Medical Dispatches Receiving First Transport Unit Arrival Within 12:00 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 12:00	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	94.4%	6:10
November 2008	93.6%	6:22
December 2008	92.8%	6:33
January 2009	90.6%	7:01
February 2009	92.3%	6:38
March 2009	94.7 %	6:13

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**First-Arriving EMT Performance** (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

**Percent of Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	91.2%	4:11
November 2008	90.1%	4:20
December 2008	88.7%	4:27
January 2009	86.6%	4:36
February 2009	88.2%	4:28
March 2009	91.1%	4:15

**First-Arriving EMT Performance, continued:** (First-arriving resource, staffed by EMT with automatic defibrillator minimum):

**Percent of Non-Critical Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	78.4%	5:00
November 2008	76.4%	5:15
December 2008	74.7%	5:24
January 2009	71.5%	5:41
February 2009	75.2%	5:19
March 2009	78.5%	5:01

**Percent of All Medical Dispatches Receiving First EMT Arrival Within 6:30 Minutes or Less, Dispatch-to-Scene, FY 2009 YTD**

Month	Percent ≤ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
October 2008	85.2%	4:34
November 2008	83.7%	4:45
December 2008	82.3%	4:53

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Month	Percent $\leq$ 6:30	Monthly Average Transport Unit Response Time (minutes: seconds)
January 2009	79.8%	5:06
February 2009	82.6%	4:50
March 2009	85.4%	4:35

**Call-to-Scene Performance:** (Response time from the patient's perspective, measured from receipt of 911 call at the Office of Unified Communications to arrival on the scene by Fire/EMS.)

**EMS Response Time, Call-to-Scene Performance by Interval, Critical Medical Dispatches, March 2009**

Average Response Time (minutes:seconds)			
	Call-to-Dispatch*	Dispatch-to-Scene* *	Call-to-Scene* * *
First EMT	2:33	4:13	6:46
First Paramedic	2:42	5:09	7:51
First Transport Unit	2:39	6:07	8:45

\*Note: The Call-to-Dispatch interval is controlled by the Office of Unified Communications (OUC). This is the time it takes to process a 911 call. This interval begins with receipt of a 911 call at the Unified Communications Center (UCC) and ends with the beginning of dispatch of FEMS resources.

\*\* The Dispatch-to-Scene interval is the component of response time that begins with the dispatch of FEMS resources by the OUC, and ends with the arrival of FEMS on the scene.

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